JOB DESCRIPTION

Multisystemic Therapy Supervisor

JOB TITLE: MST Supervisor
LOCATION: Newham/Tower Hamlets/Bexley
GRADE: Family Action DDIR1 – DDIR5
HOURS: 37 hours per week + on call
SERVICE: Positive Families Partnership – MST service
ACCOUNTABLE TO: Operational Manager

JOB FUNCTION

To ensure the systematic provision of a high quality specialist treatment service to young people who meet criteria as set down by MST Services and are at risk of an out of home placement. To work autonomously within professional guidelines and exercise responsibility for the systematic governance of psychological and systemic practice within the service and to ensure that all MST (Multisystemic Therapy) workers adhere to the principles of MST, which is based on pragmatic psychological therapy models. To provide intensive supervision to all MST staff, individually and in group supervision and weekly consultation with the MST expert, clinician development and individual supervision as required and secure treatment adherence, measured by MST Services in partnership with MST-UK. The job involves providing supervision, training and advice to MST workers on specific pragmatic therapeutic approaches and to assist them in home visits when they face difficulties or certain therapeutic dilemmas. Act as named Safeguarding lead for the services, demonstrating an understanding of, and complying at all times with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adult. The post holder will be responsible for maintaining secure, clear referral pathways and conducting initial suitability assessments and risk assessments. A requirement of the job is to carry out audit, policy and service development and research activities. In line with performance review, to propose and implement policy and service development changes within the service and guide the change processes to ensure a reduction in frequency and seriousness of offending and a reduction in out of home placements.
Liaise with:

- Family Action Operational Manager
- MST expert
- MST-UK National Implementation Service to secure treatment adherence
- MST programme Lead and back-up supervisor
- FFT supervisor for appropriate allocation of cases to either intervention programme
- Children’s services in Newham, Tower Hamlets and Bexley for operational, strategic management and commissioning purposes
- MST Steering Group
- Positive Family Partnership Programme manager for contract adherence and data collection

WORKING ENVIRONMENT

The MST team will be located in a Family Action office in East London where supervision is carried out in a dedicated room with access to conference call facilities, suitable for consultation. Other work will be carried out in a shared office. The post involves MST suitability assessments and risk assessments often with an MST worker, which are carried out in the client’s home environment and may result in exposure to challenging conditions often associated with offending behaviour or abuse and neglect. The post holder will undertake back-up MST home visits, often when there is a crisis, in support of the MST worker. This involves possible exposure to difficult family situations, verbal aggression and violence or abuse of all kinds. The work hours will be varied with occasional late evening sessions. The post holder will be responsible for the organisation of the on-call rota shared by the MST workers, securing a 24 hour a day, seven days a week advice line to persistent young offenders and their families and is on call for the MST workers with a back-up system in place. MST Workers will be on call for one week at a time, in rotation with the other MST workers. The MST Supervisor (this post holder) will remain on call for the MST workers should they need to troubleshoot on call situations with the supervisor. In this way the supervisor will not typically be responding to the service user directly. The post holder will be travelling in and between the Boroughs for suitability assessments and other meetings.

KEY RESPONSIBILITIES

Clinical

1. To be the clinical lead and supervisor of the specialist MST team and assure that the MST staff are adherent to the MST treatment model, principles and guidelines
2. To develop and advise on plans for the formal psychological treatment and/or management of a client’s mental health and behavioural problems, based upon an appropriate conceptual framework of the client’s problems, and employ methods of proven efficacy, across the full range of care settings following MST guidelines
3. To evaluate and make decisions about treatment options in line with the MST principles, taking into account both theoretical and therapeutic models and highly complex factors
concerning historical and developmental processes that have shaped the individual, family, carers or group
4. To organise secure and timely submission of weekly paperwork from the MST team and plan weekly team consultation with the MST Expert from MST UK
5. Advise MST workers to act as care coordinator, ensuring the provision of a care package appropriate for the clients needs, coordinating the work of others involved with care, taking responsibility for arranging reviews as required and communicating effectively with the client, his/her family and all others involved in the network of care, and to monitor progress during the course of multi-disciplinary interventions.
6. To supervise the specialist MST service, exercising full responsibility for the implementation of pragmatic psychological therapy models in line with the MST framework, and following MST principles, which secures evidence based practice for this specific client group. To manage adherence to the model of intervention through intensive specialised supervision and evaluation of adherence questionnaires
7. To ensure risk assessment and risk management is in place for all MST clients in line with Family Action policy and to regularly update when therapy is carried out in the client’s home
8. To act as care co-ordinator/supervisor, ensuring the provision of a MST care package appropriate for the client’s needs, monitoring the progress and securing co-ordination with other agencies involved in the care. The MST care package involves active intervention at all system levels of the client (family, school, peers, community and agencies involved)
9. To communicate, in a highly skilled and sensitive manner, to clients, family carers and others as appropriate, information that may be contentious or highly distressing concerning the assessment, formulation and treatment plans of clients under their care
10. To advice on working in partnership with other disciplines and to maintain links with statutory and non-statutory and primary care agencies as appropriate.
11. To undertake MST assessments to define suitability for this programme and the treatment model, within the parameters set by the relevant Boroughs and as set out in the Goals and Guidelines as agreed with MST UK and MST Services
12. To provide clinical back-up for all MST workers and be responsible for the organisation of a 24 hours 7 days a week on-call MST advice line to the young people and their families. To be on call for the MST workers together with the back-up supervisor
13. To develop a good working knowledge of relevant legislation in the Children Services setting and to provide assessment and progress reports to court when appropriate
14. To oversee that all therapy is recorded as required by the Boroughs and MST-UK
15. To carry out review meetings and visits and listen to audio tapes of the MST workers to facilitate good outcomes
16. To participate in weekly consultation on professional development within the supervisor role and MST workers role
17. To ensure adherence to the QA/CQI process as established by the MST Institute

© Copyright 2017 Family Action. All rights reserved.
Any unauthorised use or copying will constitute an infringement of copyright
Teaching, training, and supervision

1. In common with all applied psychologists and systemic therapists receive regular clinical supervision in accordance with good practice guidelines from the MST Programme Manager and consultation from the MST expert and by receiving the 5 day MST orientation training and an additional 2 day supervisors training. Also to plan and attend quarterly booster training with the team and undertake MST supervisor booster training with the MST Expert and also the advanced supervisor workshops later in post.

2. To gain additional highly specialist experience, skills and training relevant to the MST service (as agreed with the professional manager) in line with BPS and/or AFT/UKCP policy on CPD.

3. To provide highly specialist advice, consultation and training to the MST staff working with the client group across a range of agencies and settings, where appropriate.

4. To provide supervision to MST staff, mainly in group and occasionally individually and attend the weekly consultation session. Review the paperwork and add supervisory comments. Review tapes and give feedback re therapeutic skills.

5. To work with the Operational Manager and MST Expert on a Supervisor’s Development Plan and on Clinician Development Plans for all staff.

6. To secure adherence to the MST model by advising MST workers to work in accordance with the MST principles and to provide clinical supervision in line to improve certain skills to increase adherence.

7. To provide therapeutic skills training in the pragmatic therapy models (structural family therapy, CBT, solution focused, behaviour parent management training).

8. To continue to develop expertise in the area of professional pre and post-graduate training and clinical supervision.

9. To provide teaching related to specific problem areas (e.g. ADHD, self harm, etc.).

10. To present at local, regional and national events on MST, as required.

11. To participate in the annual Appraisal process.

12. To attend all relevant mandatory training as and when required to do so.

Management

1. Provide & receive regular clinical and managerial supervision in accordance with good practice guidelines and Family Action policy.

2. Take responsibility for personal development of self and staff team and regularly review personal development plans and carry out appraisals in line with Family Action policy.

3. Coordinate the MST team and ensure that all MST requirements and standards are met.

4. Manage referrals to the MST service and the workload of the MST staff within the framework of the team’s policies and procedures and in collaboration with the MST Programme Lead.

5. Liaise closely with the Positive Families Partnership Programme Manager and the National MST Programme lead to develop a Goals and Guidelines document for the service, to
secure a referral pathway and constant referral stream in line with the contract agreements of the 3 Boroughs

6. Liaise closely with the FFT supervisor to secure the appropriate allocation of the specific intervention for the referred cases

7. Directly manage the multi-disciplinary staff team, including (but not limited to) MST workers and a Business Support Officer and be fully responsible for the recruitment of any new staff

8. Ensure full management and operational duty cover at all times of programme operation

9. Exercise responsibility for the systematic governance of treatment practice within the MST service, including maintaining systematic records of appraisals, clinical record keeping standards and the transcribing of minutes and records of appropriate professional meetings

10. Be responsible for authorising staff training and personal expenses and any client related expenditure in line with Family Action’s finance policy

11. Regularly report to the MST steering group on the progress of developing the MST team, providing written reports where requested and in collaboration with the MST Programme lead

12. Maintain links with key local stakeholders across a range of agencies, including children’s services, CAMHS and the youth offending service and attend meetings where appropriate. Keep accurate and up to date records of professional activity and ensure provision of routine clinical and professional statistics to the relevant stakeholders

13. Maintain links with key local stakeholders from the 3 Boroughs and oversee the referral allocation within the agreed contract

14. Initiate and implement service developments and projects within the service. To organise team away days to review projects and performance data and make appropriate actions to improve the service

Information Technology

The post holder will have access to remote working facilities when working in the community and is expected to have good keyboard skills and word processing skills, to be able to work with the Family Action database, Children’s Services databases and MST Institute and MST-UK websites, which is an extended client information data base that keeps notes electronically. A good working knowledge of Outlook is essential as this is the main staff communication channel. Basic knowledge of Excel is advisory for MST data collection and evaluation

Research and service evaluation

1. As a senior clinician, take the lead in planning and implementing systems for the evaluation, monitoring and development of the MST service, through the deployment of professional skills in research, service evaluation and audit and ensuring incorporation of psychological frameworks for understanding and provision of high quality care

© Copyright 2017 Family Action. All rights reserved.
Any unauthorised use or copying will constitute an infringement of copyright
2. To utilise theory, evidence-based literature and research to support evidence based practice in individual and family work for the presenting problems.

3. To work with the Positive Families Partnership to collect the required data, ensuring that the team provide appropriate data and fully co-operate with the programme.

4. To assist with data collection and provision to the MST services. To keep an accurate database of all referred clients and their progress and client outcome.

5. To work in partnership with the MST expert to complete a Programme Implementation Review (PIR) every six months to evaluate the implementation of the MST treatment model and to regularly report to the steering group providing progress reports as requested.

**General**

1. Ensure the development and promotion of best practice in systemic therapy within the service area and contribute across the service, maintaining active engagement with current developments in the field of anti-social behaviour and children on the edge of care and developments within the field of clinical psychology and related disciplines.

2. In common with all Systemic Psychotherapists receive regular consultation and continuing professional development in accordance with UKCP requirements and AFT standards of good practice and guidelines. For psychologists, social workers and other professional groups to comply with the ongoing registration requirements of HCPC.

3. Ensure the maintenance, development and dissemination of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes. Ensure the development and articulation of best practice in systemic therapy within the service area and contribute across the service by exercising the skills of a reflexive and reflective scientist practitioner.

4. To ensure the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice AFT/UKCP policies and the Boroughs and Family Action policies and procedures.

5. To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.

6. To comply with the Professional Codes of Conduct and to be aware of changes in these.

7. To ensure that all duties are carried out to the highest standard and in accordance with current quality initiatives within the work area.

**Safeguarding**

1. Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)

2. Safeguarding reporting - To immediately report any safeguarding issues or concerns to the line with Family Action policy.

3. To contribute to the identification, management and reduction of risk ensuring all risk assessments are completed and reviewed as required.
4. To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience
5. To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis

For more information about MST visit the website at [http://www.mstuk.org/](http://www.mstuk.org/)

For more information about Positive Families Partnership visit the website at [www.positivefamiliespartnership.com](http://www.positivefamiliespartnership.com)

**PERSON SPECIFICATION**

**MST-Supervisor**

<table>
<thead>
<tr>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td></td>
</tr>
<tr>
<td>Post-graduate doctoral level training in clinical and applied (forensic or counselling) psychology (or its equivalent for those trained prior to 1996) as accredited by the BPS and HCPC registered or a Masters level qualification in Systemic Psychotherapy and eligibility for UKCP Registration (Systemic) or Masters level in Social Work or Mental health profession, HCPC registered with additional postgraduate training in relevant therapeutic approach</td>
<td>Undertaken post-doctoral training in systemic or cognitive behavioural therapy or in forensic practice.</td>
</tr>
<tr>
<td>Clinical Supervision Training or substantial experience of supervising other professionals</td>
<td>AFT Supervisor Registration</td>
</tr>
<tr>
<td>Other evidence of continuous professional development</td>
<td>Evidence of post-qualifying training relevant to Child and Family Mental Health &amp; Child Protection.</td>
</tr>
<tr>
<td></td>
<td>Formal training in supervision of other professionals</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td></td>
</tr>
<tr>
<td>Assessed experience of working as a qualified clinical or applied psychologist for a significant period with experience of working at a highly specialist level</td>
<td>Experience of representing psychology within the context of multi-disciplinary care.</td>
</tr>
<tr>
<td>Experience of working and supervising staff in a systemic multi-disciplinary community based Child, Adolescent and Family Mental Health setting.</td>
<td>Experience of assessing and treating clients within the community</td>
</tr>
<tr>
<td>Experience of working with a wide variety of client groups, across the whole life course and</td>
<td>Experience of working within a multicultural framework.</td>
</tr>
<tr>
<td></td>
<td>Experience of supervision of psychological therapies using a range of modalities</td>
</tr>
<tr>
<td></td>
<td>Experience and knowledge relating to young</td>
</tr>
</tbody>
</table>
presenting with the full range of clinical severity across the full range of care settings including outpatient, community, primary care, in-patient and residential care settings severity including maintaining a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse.

Experience of exercising full clinical responsibility for clients’ psychological care and treatment, both as a professionally qualified care coordinator and also within the context of a multidisciplinary care plan.

Experience of the application of psychology / systemic psychotherapy in different contexts.

Experience of teaching, training and/or professional and clinical supervision.

Experience of planning and delivery of specialist systemic services.

<table>
<thead>
<tr>
<th>Skills/Abilities</th>
<th>people in the Criminal Justice setting and social care setting.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills in the use of complex methods of psychological assessment, psychological formulation, intervention and management frequently requiring sustained and intense concentration. This requires the use of highly developed analytical and judgement skills.</td>
<td>Experience in the use of CBT based interventions with adolescents and their families. Implementation of interventions within or between systems in the youth’s natural ecology.</td>
</tr>
<tr>
<td>Skills in individual and group work and in programme planning.</td>
<td>Experience of managing staff.</td>
</tr>
<tr>
<td>Planning and organising skills for caseload management.</td>
<td>Experience of teaching systemic skills and theory to systemic trainees, and other staff from the multi-disciplinary team.</td>
</tr>
<tr>
<td>Skills in self-management, including time-management.</td>
<td>Experience of teaching core mental health issues related to child, adolescent and family mental health.</td>
</tr>
<tr>
<td>Well developed skills in the ability to communicate effectively, orally and in writing, highly technical, and clinically sensitive information, including contentious and highly distressing information, to clients, their families, carers and other professional colleagues both within and outside the NHS.</td>
<td></td>
</tr>
<tr>
<td>Good understanding of other professionals’ theoretical perspectives of this client group.</td>
<td></td>
</tr>
<tr>
<td>Ability to view family as client</td>
<td></td>
</tr>
<tr>
<td>Ability to take systemic perspective</td>
<td></td>
</tr>
<tr>
<td>Ability to identify, and employ, as appropriate, clinical governance mechanisms, including regular supervision, for the support and maintenance of clinical practice in the face of regular exposure to highly emotive material and challenging behaviour.</td>
<td></td>
</tr>
<tr>
<td>Ability to manage crisis/ on-call systems</td>
<td></td>
</tr>
<tr>
<td>Skills in providing consultation to other professional and non-professional groups.</td>
<td></td>
</tr>
<tr>
<td>Evidence of continuing professional development as recommended by the BPS, HCPC and/or AFT.</td>
<td></td>
</tr>
<tr>
<td>Advanced keyboard skills.</td>
<td></td>
</tr>
</tbody>
</table>

**Knowledge/Understanding**

| Knowledge of legislation in relation to the client group and its implications for both clinical practice and professional management in relation to the client group. |
| Knowledge of youth offending and social care systems |
| Doctoral/Masters level knowledge of research design and methodology, including complex multivariate data analysis as practiced within the field of clinical psychology. |
| Knowledge of methodology consistent with systemic practice. |
| Knowledge and ability to formulate methods of audit and evaluation and produce reports about collected service data |
| Highly developed ability to think strategically and develop collaborative plans in relation to service development |
| Advanced skills in applying systemic theory to work with individuals, couple, families, using a variety of approaches within systemic practice. |

| Well-developed knowledge of the theory and practice of specialised psychological therapies in specific difficult to treat people groups [e.g. personality disorder, dual diagnoses, people with additional disabilities etc]. |
| Knowledge of the theory and practice of highly specialised psychological therapies and assessment methodologies. |
| Knowledge of behavioural parent training programmes and systemic practices |
### Advanced knowledge of child and adolescent development

- Working knowledge of Children Act and Mental Health Act, and other statutory instruments and legislation.
- Evidence of continued professional development as required by the UKCP/AFT or HPCP guidelines.

### Physical requirements

- Ability to travel between the 3 Boroughs to attend professional and business meetings and do home visits. Ability to attend sessions in the client’s home or other setting across the Boroughs.

### Other Requirements

- Excellent interpersonal and communication skills, enabling formation of networks with professionals from other agencies to promote effective team working with clients.
- Able to contain and work with high levels of distress from clients.
- Able to contain and work with organisational stress and ability to hold the stress of others
- Ability to work under pressure and tight deadlines.
- Ability to work flexibly outside normal working hours
- Interpersonally calm and able to defuse difficult, volatile situations.
- Able to tolerate ambiguity and to take decisions in situations of incomplete information.
- Ability to exercise appropriate levels of self-care and to monitor own state, recognising when it is necessary to take active steps to maintain fitness to practice.
- Good organisational skills
- Motivated towards personal and professional development with a strong CPD record.
- Committed to evidence based practices and
<table>
<thead>
<tr>
<th>Evaluation of Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to tolerate ongoing constructive feedback with the aim of improving adherence to the model</td>
<td></td>
</tr>
<tr>
<td>Ability to identify, provide and promote appropriate means of support to carers and staff exposed to highly distressing situations and severely challenging behaviours.</td>
<td></td>
</tr>
<tr>
<td>Ability to develop and use complex multi-media materials for presentations in public, professional and academic settings.</td>
<td></td>
</tr>
<tr>
<td>To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:</td>
<td></td>
</tr>
<tr>
<td>a) Being <strong>people</strong> focused</td>
<td></td>
</tr>
<tr>
<td>b) Reflecting a ‘<strong>can do</strong>’ approach</td>
<td></td>
</tr>
<tr>
<td>c) Striving for <strong>excellence</strong> in everything we do</td>
<td></td>
</tr>
<tr>
<td>d) Having <strong>mutual respect</strong> for everyone we work with, work for and support through our services</td>
<td></td>
</tr>
</tbody>
</table>

Any offer of employment is subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service which we consider acceptable.